

## Inspection report for children's home

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| <b>Unique reference number</b> | SC430320        |
| <b>Inspection date</b>         | 16/10/2012      |
| <b>Inspector</b>               | Joanna Heller   |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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| <b>Date of last inspection</b> | 14/03/2012 |
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## Service information

### Brief description of the service

The Vine Respite Service is a short break and respite provision operated by a private company. The home is registered for five children with learning disabilities and physical disability, but does not have facilities for children who use a wheelchair. The service generally operates between Friday and Monday and in school holidays.

### The inspection judgements and what they mean

|                              |  |
|------------------------------|--|
| <b>Good progress</b>         | The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection. |
| <b>Satisfactory progress</b> | The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.                                  |
| <b>Inadequate progress</b>   | The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.                            |

## Progress

Since their previous inspection the service is judged to be making **satisfactory progress**.

No children were present at this unannounced interim inspection which focused on the progress made since the last key inspection in March 2012. At the previous inspection the home was rated as adequate. At the previous inspection two requirements were set, these related to evidencing sufficiently robust staff recruitment and the need to carry out monthly audits of the home in line with regulation 33. Staff recruitment records now evidence robust recruitment practices. No staff are employed until, full and satisfactory information is available to evidence their suitability. Checks on applicants' character and employment history are undertaken fully, exploring any gaps. Monthly audits of the home now take place and a copy of these reports is forwarded to Ofsted. A quality assurance system has been developed in line with regulation 34; however, this does not incorporate the views of key stakeholders.

Recommendations made at the last inspection related to staff training and induction shortfalls. The home has effectively addressed these. A comprehensive induction

programme is now in place for all staff and includes initial shadowing of shifts. Staff now benefit from training relevant to the roles they perform. Core training such as child protection, first aid, food hygiene, restraint, and health and safety, has been, or is scheduled to be provided to all staff. Most staff have completed the National Vocational Qualification at level 3 in Caring for Children and young people, or have equivalent qualifications.

The building is maintained and furnished to a high standard. Great efforts have been made to ensure that the building is homely but able to meet the needs rising from the young people's disabilities. Some young people with epilepsy use specialist beds and bed rails, however, their use has not been fully risk assessed. The home has a ground floor bedroom and shower room, but the home is not able to accommodate the needs of a wheelchair user. The provider recognises that despite being registered for five, the needs of the young people are such that it would not be generally appropriate to offer care to more than three young people at a time. This ensures that there is sufficient space to allow young people not to feel crowded. The ground floor bedroom does not have an external window and light is provided via the conservatory. No form of screening is provided and a young person may be observed by others from the conservatory, impacting on their right to privacy.

The locking of the front door is normal practice and there has been no review of whether this is the most appropriate way to safeguard young people from going missing, balanced against their civil freedoms. Furthermore, although staff carry a key on them when on duty, there is no emergency key kept by the door. This potentially means that staff and young people may not be able to exit the building in an emergency, particularly at night when staff are sleeping in. The provider has removed all written records from the home and located them in the organisation office, this means that records legally required on site are not freely available.

Management are very clear and specific as to the type of child whom they are able to care for and the importance of matching young people well, therefore, no inappropriate placements are made. Young people using the service have learning disabilities on the autistic spectrum, some have associated challenging behaviours and are very vulnerable. Due to their care characteristics young people are most settled when routines are clear and familiar. Parents say staff work closely in partnership with them, sharing the behaviour strategies used in the home. Staff deliver highly individualised care in accordance with each young person's particular needs.

Staff find that young people enjoy being kept busy and that challenging behaviour may be the result of being easily bored. Staff therefore ensure that young people always have activities available either inside the home or outside. Young people have enjoyed activities which are imaginatively tailored to their interests. Staff liaised with a local car showroom enabling the young person to enjoy a planned visit. They were able to 'play' in the red and blue cars as much as they liked. They were also thrilled to be given a selection of magazines and brochures to take home.

The home is well staffed ensuring that young people's needs are met. Staff are

conscious of the needs of young people and their families and are able to deal with issues of concern sensitively. Staff maintain close liaison with families, keeping them updated on all aspects of their child's stay at the home. If staff find strategies to help young people manage their behaviour or eat more successfully, this is shared with families, enabling the all-round care to be improved. Staff are conscious of safeguarding issues and have positively shared any concerns with placing authorities to ensure that young people are effectively safeguarded.

Many of the young people, due to their care characteristics, require the support of a family member or advocate to assist them should they wish to complain. No complaints have been received by the home and families have confidence in the home's ability to respond to any issues of concern which they may raise. Feedback from families and placing social workers is very positive. They feel that that staff provide highly child-focused and holistic care. One parent referred to how their child was always asking when he was going to his, 'new house' and how, 'he would be there every day if he had the chance'.

## Areas for improvement

### Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

| Reg.         | Requirement  | Due date   |
|--------------|--|------------|
| 29<br>(2001) | maintain in the children's home the records specified in schedule 4 (regulation 29(1))   | 16/11/2012 |
| 34<br>(2001) | establish and maintain a system for monitoring matters set out in schedule 6 at appropriate intervals and improving the quality of care provided in the children's home; in particular incorporate the views of children and their families as well as other stakeholders (Regulation 34 (1) (a)(b)) | 01/01/2013 |
| 31<br>(2001) | ensure premises are suitable for the purpose of achieving the aims and objectives set out in the home's statement of purpose; specifically, review the current arrangements for communal space and privacy in the ground floor bedroom. (Regulation 31 (1))  | 31/03/2013 |

### Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure risk assessments of the whole children's home environment are carried out to identify any potential sources of harm to the children, are recorded in

writing and are regularly reviewed. In particular; risk assess the use of cot sides, the locking of the front door and ensure that each child has an individual emergency evacuation plan. (NMS 10.8)

- ensure physical restrictions on normal movement within and from the home are not used unless this is necessary to safeguard children and promote their welfare and development, specifically, the locking of the front door. Ensure such measures are only used where agreed with the responsible authority and parents. Ensure such restrictions for one child do not impose similar restrictions on other children. (NMS 10.4)

## About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.